

FATA INSTITUTIONAL STRENGTHENING PROJECT (FISP)

17th Quarterly Progress Report

September – November 2015

Prepared by Abacus Consulting under Contract # AID-391-C-11-00003

The FATA Institutional Strengthening Project (FISP) is made possible by the support of the American people through the United States Agency for International Development (USAID). The FISP is being implemented through Abacus Consulting.

DISCLAIMER: The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

Contents

Executive Summary	3
Component 1: IT Support	5
Activity 1: Continue technical support to FS/FDA server rooms and IT Help Desks	5
Activity 2: Maintenance, repairs and connectivity	5
Activity 3: IT awareness and trainings	5
Activity 4: Software renewal and hardware up-gradation of the FDA's server room	5
Component 2: PC-Forms Automation	6
Activity 1: Application support to PC-FMS	6
Activity 2: Implementation, strengthening and support to systems developed under the PC Automation Component	6
Component 3: HR Support.....	6
Activity 1: Resolve day to day issues of core staff deputed at FS & FDA	7
Component 4: Communications.....	7
Activity 1: Provide media and communications support to the Governor's Secretariat	7
Activity 2: Conduct awareness activities about different systems developed by FISP.....	7
Activity 3: Institutionalization of the Public Media Intercommunication and Awareness Mechanism (PMIAM) at the Governor's Secretariat	8
Component 5: Training & Systems Development	8
Activity 1: Support to strengthen the systems developed by FISP	8
Activity 2: Institutionalization of the systems through change management	8
Activity 3: Support to FATA reform initiatives	9
Component 6: Monitoring and Evaluation	9
Activity 1: Institutionalization of the Performance Monitoring & Reporting System (PMRS) on a sustainable footing.....	9
Activity 2: Provision of hand-holding support and further strengthening of the PMRS	10
List of activities to be carried out in the quarter ending February 2015:.....	11
Photographs of Project Activities:	12
Annex- A	14

Executive Summary

FATA Institutional Strengthening Project (FISP) is a five year USAID funded project, aimed at assisting the management of the FATA Secretariat (FS) and the FATA Development Authority (FDA) in their capacity building initiatives.

The FISP Work Plan for Year 5 was approved by the Steering Committee in August 2015. Following this, in the 1st quarter of Year 5, a consultative workshop was held in October 2015 on the roll-out of FISP's Work Plan for Year 5 and to discuss the institutionalization of the systems developed by FISP.

A summary of the progress made in the 1st quarter of Year 5 against the work plan activities under all six FISP components is provided below:

Component 1: IT Support

IT support, including maintenance, repairs and connectivity continued to be provided to FS and FDA. During this quarter, 46 IT-related complaints were resolved. A detailed report of the Online Complaint Management System (OCMS) is attached as Annex-A. Moreover, the procurement process for FDA's hardware renewal and software up-gradation has been initiated.

Component 2: PC Automation

PC-FMS application support i.e. handholding and on-the-job training for smooth functioning of the software continued during this quarter. Support was also provided to the Planning and Development (P&D) Department and other directorates in conducting FDWP meetings using PC-FMS. Furthermore, PC-FMS and the ADP software have been installed in FDA successfully.

Component 3: HR Support

HR support continued to be provided to the core staff of FS and FDA, including the collection of timesheets.

Component 4: Communications

The designing of a 'welcome pack' has been initiated, which comprises of details of the systems developed by FISP in order to raise awareness amongst FATA institutions. The Media Cell of the Directorate of Information, KP, was visited by FISP, in order to explore the adoption of their media reporting processes at the Media Cell of the Governor's Secretariat. The Public Media Intercommunications and Awareness Mechanism (PMIAM) website has also been revamped to make it secure from external threats, including future hacking.

Component 5: Training & Systems Development

The Human Resources Management Information System (HRMIS) has been customized and deployed at FDA. The improved version of the Financial Management System (FMS) has also been deployed at FS. Training on FMS for the staff of FS was conducted in October 2015. Training on the Public Procurement Management System (PPMS) and understanding the PPRA rules was also conducted for the staff of FDA in November 2015.

Moreover, the report on the 'Review of Land Settlement Laws for Extension to FATA' has been finalized with the management of FS. Letter has been sent by the Additional Chief

17th Quarterly Progress Report

Secretary (ACS) FATA to the Chief Secretary KP for the approval of changes in the FS Rules of Business, in order to adopt the systems developed by FISP.

Component 6: Monitoring & Evaluation (M&E)

Two consultative workshops on Performance Monitoring and Reporting System (PMRS) were held in October 2015 to discuss the smooth and effective institutionalization of the PMRS with the officials of the Planning & Development (P&D) Department and M&E Directorate.

Dashboard capabilities of the PMRS are continuously being enhanced and handholding support is being provided to end users. A total of 3 training sessions on PMRS were conducted for the officials of FS in November 2015.

.

Component 1: IT Support

The tasks performed under each of the activities planned in the Work Plan of Year 5 are given below:

Activity 1: Continue technical support to FS/FDA server rooms and IT Help Desks

Timeline: This activity started in November 2011 and will continue throughout the life of the project.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Continued providing technical support to FS and FDA server rooms and IT Help Desks.

Activity 2: Maintenance, repairs and connectivity

Timeline: This activity started in November 2011 and will continue throughout the life of the project.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Continued providing maintenance, repairs and connectivity services to FS and FDA.
- During the 1st quarter, 46 IT-related complaints were resolved.

Activity 3: IT awareness and trainings

Timeline: The activity of carrying out IT awareness and training started in September 2015 and will be completed by February 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Visits were carried out for shortlisting IT Institutes in Islamabad and Peshawar for providing IT training to FS/FDA staff.
- Request for Proposal (RFP) has been issued to the shortlisted IT Institutes for IT trainings.

Activity 4: Software renewal and hardware up-gradation of the FDA's server room

Timeline: This activity started in September 2015 and will be completed by February 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Coordination with the FDA IT staff was done for analysis on software renewal and hardware up-gradation of the FDA's server room.
- The procurement process for FDA's hardware renewal and software up gradation has been initiated.

Component 2: PC-Forms Automation

The tasks performed under each of the activities planned in the Year 5 Work Plan are given below:

Activity 1: Application support to PC-FMS

Timeline: The activity started in September 2013 and will continue till the end of the project.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- PC-FMS application support for smooth functioning of the software continued throughout the quarter.
- Support to the P&D Department and other directorates in conducting FDWP meetings using PC-FMS, was also provided.

Activity 2: Implementation, strengthening and support to systems developed under the PC Automation Component

Timeline: This activity started in September 2013 and will continue till the end of the project.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- PC-FMS and the ADP software have been installed in FDA successfully during this quarter.
- Support to all concerned departments in the implementation of different software solutions developed by FISP was also provided throughout the 1st quarter.

Component 3: HR Support

The tasks performed under each of the activities planned in the Year 5 Work Plan are given below:

Activity 1: Resolve day to day issues of core staff deputed at FS & FDA

Timeline: This activity started in December 2011 and will continue throughout the life of the project.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Collected monthly time sheets of the core staff for record keeping and salary processing.

Component 4: Communications

The tasks performed under each of the activities planned in the Year 5 Work Plan are given below:

Activity 1: Provide media and communications support to the Governor's Secretariat

Timeline: This activity started in September 2015 and will continue until February 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- A meeting was held with the Secretary Information KP, followed by a visit to the Media Cell of the Directorate of Information, KP, to explore the adoption of their media reporting processes at the Media Cell of the Governor's Secretariat.
- Another meeting was held with the Public Relations Officer (PRO) to the Governor KP to discuss the assistance required in the strengthening of the Media Cell and the institutionalization of the PMIAM.

Activity 2: Conduct awareness activities about different systems developed by FISP

Timeline: This activity started in September 2015 and will continue until February 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Initiated the designing of a 'welcome pack' comprising of details of the systems developed by FISP for FATA Institutions in order to raise awareness.
- The initial draft of the 'welcome pack' is under review.

Activity 3: Institutionalization of the Public Media Intercommunication and Awareness Mechanism (PMIAM) at the Governor's Secretariat

Timeline: This activity started in September 2015 and will continue until February 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- The PMIAM website is being revamped to make it more secure from external threats, including future hacking.

Component 5: Training & Systems Development

The tasks performed under each of the activities given in the Year 5 Work Plan, are given below:

Activity 1: Support to strengthen the systems developed by FISP

Timeline: This activity started in September 2014 and will continue until June 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Support was given throughout the quarter for the overall improvement of HRMIS, FAMS, ZMIS, FMS and PPMS.
- Orientation of HRMIS & PPMS was given to the Health Directorate, FS.
- Orientation was given on HRMIS, FAMS and PPMS to FDA.
- HRMIS has been customized and deployed at FDA.
- A meeting was held & orientation was given on HRMIS, FAMS and PPMS to the Education Directorate, FS.
- Support was given to FS & FDA in entering details of 300 desktop computers procured and installed by FISP into FAMS.
- Uploaded the improved version of FAMS on the FS server.
- Extended FMS to other Controlling Drawing and Disbursing Officers in September 2015.
- 6 training sessions on FMS were conducted for FS in Oct & Nov 2015, in which a total of 55 participants got trained.
- 3 training sessions on PPMS and understanding PPRA rules were conducted for FDA and FS staff in November 2015, in which 49 officials got trained.

Activity 2: Institutionalization of the systems through change management

Timeline: This activity started in October 2014 and will continue until February 2016.

17th Quarterly Progress Report

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Continued meetings on institutionalization of ZMIS, FAMS, PPMS and FMS.
- Continued discussions on the changes in the Rules of Business of FS. Letter to the Chief Secretary has been sent by the ACS FATA for the approval of changes in the Rules of Business in order to adopt the systems developed by FISP.

Activity 3: Support to FATA reform initiatives

Timeline: This activity is planned for Year 5 i.e. from September 2015 to June 2016, subject to requests by FS for soft support in this regard.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Finalized the report on 'Review of Land Settlement Laws for Extension to FATA' with the FS management in October 2015.
- Held a meeting at FS regarding the Governor's directive on the Local Government (LG) system in FATA.

Component 6: Monitoring and Evaluation

The tasks performed under each of the activities planned in the Year 5 Work Plan, are given below:

Activity 1: Institutionalization of the Performance Monitoring & Reporting System (PMRS) on a sustainable footing

Timeline: This activity started in September 2015 and will continue till February 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- A presentation on the PMRS was given to the Secretary AI&C in September 2015 and a discussion was held on how to effectively institutionalize the PMRS in FS.
- Another detailed presentation on PMRS was also given to the new DG DoP being the main focal point for all donor funded projects in September.
- Two consultative workshops on PMRS were held on the 17th to 18th of October and 24th to 25th October 2015 to discuss the smooth and effective institutionalization of PMRS with the officials of P&D Department and the M&E Directorate.
- 3 refresher training sessions on PMRS have been carried out on the 25th, 27th and 30th November 2015 for the directorates of Agriculture Extension, LSDD & Forest, in which a total of 63 officials participated, including 2 females from the Directorate of LSDD.

Activity 2: Provision of hand-holding support and further strengthening of the PMRS

Timeline: This activity started in September 2014 and will continue until June 2016.

The following tasks were performed under this activity during the 1st quarter of Year 5:

- Handholding support and further optimization of the PMRS is on-going.
- Work on linking PMRS to the ADP software has been completed.

List of activities to be carried out in the quarter ending February 2015:

The following activities are expected to be carried out in December 2015:

- Continue to provide technical support to FS and FDA server rooms and IT Help Desks.
- IT Institutes for IT Training sessions will be finalized and the trainings will start.
- Hardware up gradation and software renewal requirements for FDA will be finalized.
- PC-FMS application support for smooth functioning of the software will continue.
- Work on strengthening of the ADP software will start in December 2015.
- A meeting will be held with the Principal Secretary to Governor KP to discuss the assistance needed in order to operationalize the PMIAM system and for strengthening the Media Cell.
- The 'welcome pack' for FS on the systems developed by FISP will be finalized and printed.
- Follow-up training on FAMS in FDA will be conducted.
- Further training sessions on PPMS and understanding PPRA rules will be conducted.
- The draft report on review of LGR 2012 will be prepared.
- Continue support for the further improvement and institutionalization of ZMIS, FAMS, PPMS and FMS.
- 11 refresher training sessions on PMRS will be conducted in December 2015.

Photographs of Project Activities:



FISP Year-5 Work Plan Roll-Out Workshop, 2015



Workshop on PMRS



Training on FMS



Training on PMRS for the Directorate of LSDD and Forest

17th Quarterly Progress Report

Annex- A

FATA Monthly Online Complaints Management System Statistics (OCMS)

From 01 Sep 2015 to 30 Nov - 2015

Categories	Total Open Tickets	Total Closed Tickets	Comments
System	0	0	-
Network	0	1	-
VOIP	0	0	-
General	0	0	-
FATA Secretariat H/W	23	44	23-Open
Web	0	1	-
Genset	0	0	-
Total Quarterly Complaints	23	46	11-Open

